

# USDC NOAA NMFS

## Office of International Affairs and Seafood Inspection



## Seafood Inspection Services Portal (SISP): Utilizing System Updates for Contract Customers

**Alternative Version (1.0) – February 2016**  
**NOAA SI Office of Education and Program Development**

**Please note:** for the purposes of this tutorial, a **Contract Customer** is a customer with a signed contract and/or guarantee of payment with USDC/NOAA/NMFS Seafood Inspection.



# The updated NOAA SI Billing System

## DSFA is now the Seafood Inspection Services Portal (SISP)

With the release of the new Seafood Inspection Services Portal (SISP) Billing System Update, NOAA Seafood Inspection (SI) Contract Customers will experience adjustments in how they utilize the billing system.

The updates in SISP allow for improvement in the contract customer experience, including a single access point, easier bill payments, and improved billing accuracy and visibility.

## Contract Customer Tutorial for using SISP

Due to the depth of the changes, there was a need for a downloadable work aid to assist Contract Customers in navigating the revised billing system. This tutorial has been designed to help Contract Customers already familiar with DSFA to successfully navigate the updated SISP billing system.

## Points of Contact

For specific questions that may arise when using the system, please contact your regional office point of contact listed below. [Link here](#) for all NOAA SI line office contact information.



Region	Email (Preferred)	Phone/Fax
Northwest	<a href="mailto:nmfs.northwest.inspection@noaa.gov">nmfs.northwest.inspection@noaa.gov</a>	Phone: <a href="tel:206.526.4259">206.526.4259</a> Fax: <a href="tel:206.526.4264">206.526.4264</a>
Northeast	<a href="mailto:nmfs.northeast.inspection@noaa.gov">nmfs.northeast.inspection@noaa.gov</a>	Phone: <a href="tel:978.281.9124">978.281.9124</a> Fax: <a href="tel:978.281.9134">978.281.9134</a>
Southwest	<a href="mailto:nmfs.southwest.inspection@noaa.gov">nmfs.southwest.inspection@noaa.gov</a>	Phone: <a href="tel:562.388.7346">562.388.7346</a> Fax: <a href="tel:562.388.7353">562.388.7353</a>
Southeast	<a href="mailto:nmfs.southeast.inspection@noaa.gov">nmfs.southeast.inspection@noaa.gov</a>	Phone: <a href="tel:727.551.5708">727.551.5708</a> Fax: <a href="tel:727.551.5612">727.551.5612</a>



## Purpose

This tutorial informs Contract Customers of the general concepts behind how the SISP billing system works, as well as identifies the steps necessary to pay Contract Customer billing statements. Instructions are provided on how to:

- I. **Use the SISP system to manage invoices, statements and payments on a timely basis to ensure continued inspection services**

In this tutorial, we will provide you sequential instructions on how to navigate the new key features of SISP so you can **manage invoices, statements and payments**, ensuring that there will be no disruption in your company's receipt of inspection related services.

## Log into the SISP System



1. Begin by Logging into the **Seafood Inspection Systems Portal**.\*

\*The SISP works with Internet Explorer versions 8 through 11. There are several identified features that do not work with other browsers. If you encounter problems using other browsers, please use Internet Explorer.

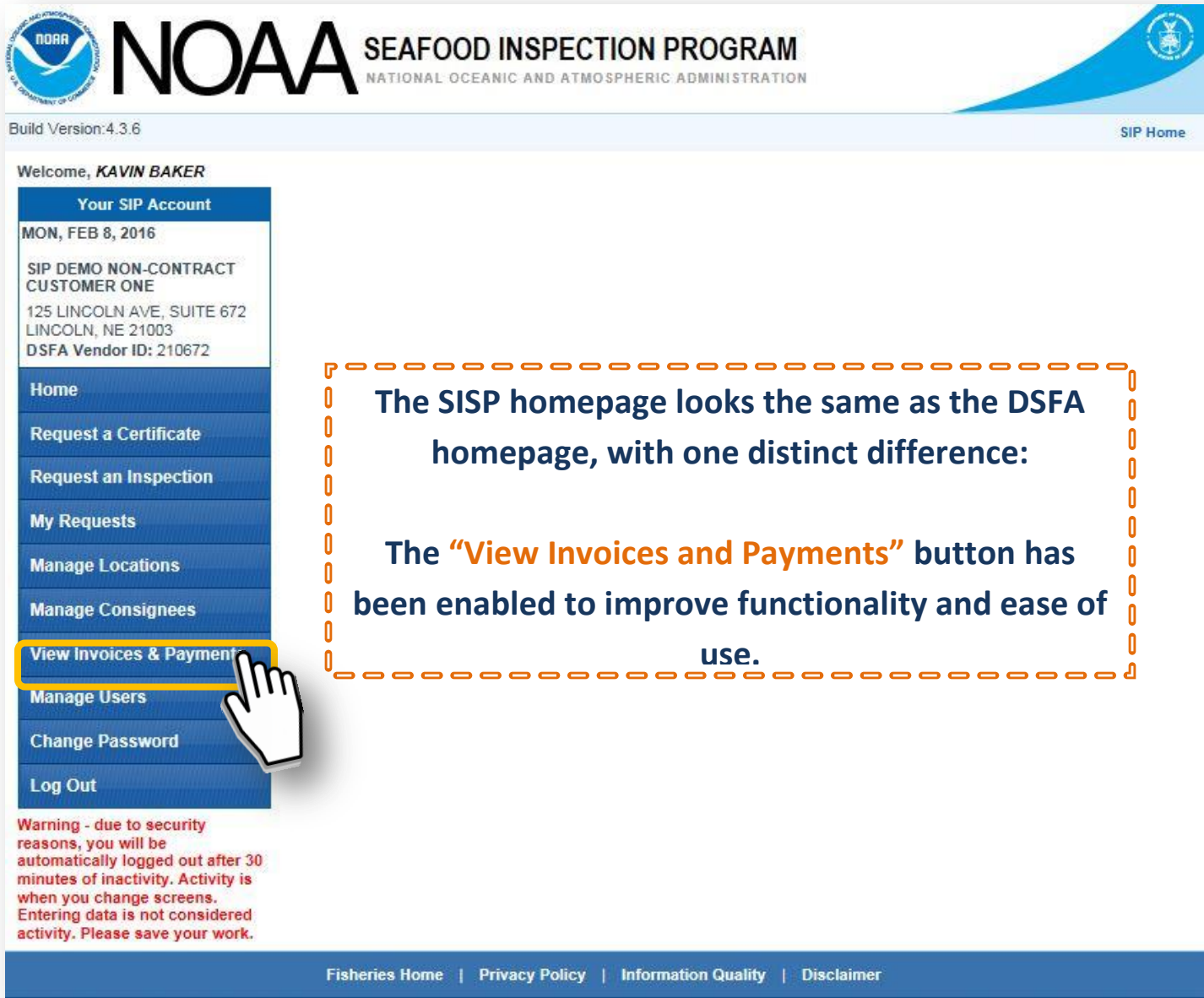
2. You can bookmark this page so that you can easily get to SISP in the future.





# Using SISP to Manage Invoices

In this section, we'll learn how to locate an invoice and describe the key information that can be accessed.



NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KAVIN BAKER**

**Your SIP Account**

MON, FEB 8, 2016

SIP DEMO NON-CONTRACT  
CUSTOMER ONE  
125 LINCOLN AVE, SUITE 672  
LINCOLN, NE 21003  
DSFA Vendor ID: 210672

Home  
Request a Certificate  
Request an Inspection  
My Requests  
Manage Locations  
Manage Consignees  
**View Invoices & Payments**  
Manage Users  
Change Password  
Log Out

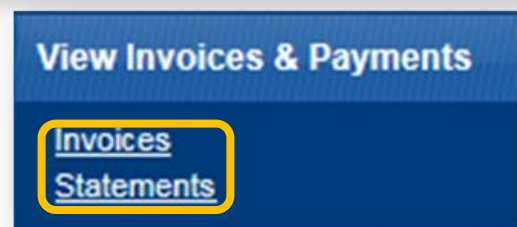
The SISP homepage looks the same as the DSFA homepage, with one distinct difference:

The **“View Invoices and Payments”** button has been enabled to improve functionality and ease of use.

Warning - due to security reasons, you will be automatically logged out after 30 minutes of inactivity. Activity is when you change screens. Entering data is not considered activity. Please save your work.

Fisheries Home | Privacy Policy | Information Quality | Disclaimer

1. Click **“View Invoices & Payments”** to open a drop-down menu with two options: Invoices and Statements.





**Key Point:** Learn to differentiate between an invoice and a Statement. Please review the descriptions below to understand how the terms “invoice” and “statement” are used in the SISP system.

Build Version:4.3.6

Welcome, **KAVIN BAKER**

**Your SIP Account**

MON, FEB 8, 2016

SIP Demo Contract  
Customer One

125 LINCOLN AVE, SUITE 672  
LINCOLN, NE 21003  
DSFA Vendor ID: 210672

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

**View Invoices & Payments**

[Invoices](#)

[Statements](#)

Manage Users

Change Password

Log Out

**Warning - due to security reasons, you will be automatically logged out after 30 minutes of inactivity. Activity is when you change screens. Entering data is not considered activity. Please save your work.**

**View Invoices & Payments**

[Invoices](#)

[Statements](#)

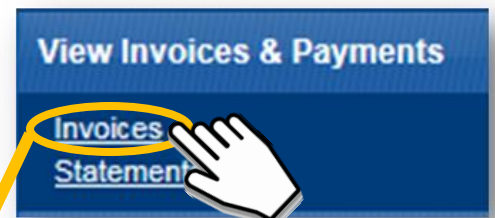
An **Invoice** is a record of charges for a single type of work (inspection, audit, stand-alone certificate, etc.). Invoices are created by NOAA SI Inspection staff. Selecting this choice opens a list of the latest invoices for recent inspection services.

A **Statement** is a collection of Invoices. For contract customers, statements can include invoices generated through a month. Selecting this choice opens a list of the statements from the last 3 months. To search for statements older than 3 months, a contract customer will utilize the “date search” bar.

**IMPORTANT:** For Contract Customers, the SISP automatically converts ALL OPEN INVOICES to Statements at the end of each month.



2. To locate a particular invoice, under the **View Invoices & Payments** link and choose **"Invoices"** which will bring you to the **"Lookup My Invoices"** page.



NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

**Your SIP Account**  
MON. FEB 8, 2016  
SIP Demo Contract  
Customer Two  
117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

**Home**  
**Request a Certificate**  
**Request an Inspection**  
**My Requests**  
**Manage Locations**  
**Manage Consignees**  
**View Invoices & Payments**  
**Manage Users**  
**Change Password**  
**Log Out**

**LOOKUP MY INVOICES**

**Search Invoices**

Invoice Number:  Invoice Status:

Certificate Number:

Date Range: Start:  End:

Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

**Search** **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	<a href="#">100002441</a>	\$720.00	OPEN		
12/01/2015	<a href="#">100002143</a>	\$494.50	PENDING PAYMENT	<a href="#">US.5454.43624.15</a>	<a href="#">200103439</a>
12/01/2015	<a href="#">100002142</a>	\$116.00	PENDING PAYMENT	<a href="#">CN.5454.43622.15</a>	<a href="#">200103439</a>

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

When a Contract Customer selects **Invoices** from the **View Invoices and Payments** tab, a list of their current invoices appears.

Each invoice is listed (from the last three months) along with pertinent information including the **Invoice Date**, **Invoice Amount**, **Invoice Status**, **Certificate Number** and **Statement Number** that was generated for a single invoice or group of invoices.



3. To view details from a specific invoice, from the **“Lookup My Invoices”** page, click on the desired **“invoice number”**.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

**Your SIP Account**

MON, FEB 8, 2016

SIP Demo Contract  
Customer Two

117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

**LOOKUP MY INVOICES**

Search Invoices

Invoice Number:  Invoice Status:

Certificate Number:

Date Range: Start:  End:

Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

**Search** **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	<u>100002441</u>	20.00	OPEN		
12/01/2015	<u>1000021</u>	\$484.50	PENDING PAYMENT	<u>U.S.5454.43624.15</u>	<u>200103439</u>
12/01/2015	<u>100002</u>	\$116.00	PENDING PAYMENT	<u>CN.5454.43622.15</u>	<u>200103439</u>

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

SIP Home

**View Invoice Details**

Invoice Number: 100002441 Statement Number: 200104491

Invoice Date: 02/08/2016 Invoice Status: OPEN

Invoice Total: \$720.00

Date	Item Description	Quantity	Rate	Amount	Remarks/Certificate #	Inspector Name
02/01/2016	Hours, Regular Time	4	\$180.00	\$720.00	Crab Inspection/Drive Time Lot 125555	Demo Inspector

Showing 1 to 1 of 1 entries

First Previous 1 Next Last

General Comments:

Lot Inspection at 123 Cold Storage

**Print Invoice to PDF** **Back**

By clicking on an **Invoice number**, a Contract Customer has the ability to view and print the specific Invoice, along with more detailed information regarding the inspection service for which the invoice was created.



4. From the “Lookup My Invoices” page, the “invoice status” can be viewed.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

**Your SIP Account**  
MON, FEB 8, 2016  
SIP Demo Contract  
Customer Two  
117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

Home  
Request a Certificate  
Request an Inspection  
My Requests  
Manage Locations  
Manage Consignees  
View Invoices & Payments  
Manage Users  
Change Password  
Log Out

**LOOKUP MY INVOICES**

Search Invoices

Invoice Number:  Invoice Status:

Certificate Number:

Date Range: Start:  End:

Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US 5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN 5454.43622.15	200103439

Showing 1 to 3 of 3 entries

The **Invoice Status** section provides information on the invoices that are Open, Pending Payment, Paid and Delinquent.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

**Your SIP Account**  
MON, FEB 8, 2016  
SIP Demo Contract  
Customer Two  
117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

Home  
Request a Certificate  
Request an Inspection  
My Requests  
Manage Locations  
Manage Consignees  
View Invoices & Payments  
Manage Users  
Change Password  
Log Out

**LOOKUP MY INVOICES**

Search Invoices

Invoice Number:  Invoice Status:

Certificate Number:

Date Range: Start:  End:

Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US 5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN 5454.43622.15	200103439

Showing 1 to 3 of 3 entries

“Open” invoices are generated during the current month. Open invoices are automatically converted to Statements at the end of each month; when this occurs, customers are notified that payment is due.



NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

**Your SIP Account**

MON, FEB 8, 2016

SIP Demo Contract  
Customer Two

117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

**LOOKUP MY INVOICES**

**Search Invoices**

Invoice Number:  Invoice Status: Select Status

Certificate Number:

Date Range: Start:  End:

Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

**Search** **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	<a href="#">100002441</a>	\$720.00	OPEN		
12/01/2015	<a href="#">100002143</a>	\$494.50	PENDING PAYMENT	<a href="#">U.S. 5454.43624.15</a>	<a href="#">200103439</a>
12/01/2015	<a href="#">100002142</a>	\$116.00	PENDING PAYMENT	<a href="#">CN. 5454.43622.15</a>	<a href="#">200103439</a>

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

**Pending Payment** invoices indicate that payment has been made on the Statement that included this invoice, but the payment has yet to be processed by SISF.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, **KOLIN PHILLIPS**

**Your SIP Account**

MON, FEB 8, 2016

SIP Demo Contract  
Customer Two

117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

**LOOKUP MY INVOICES**

**Search Invoices**

Invoice Number:  Invoice Status: Select Status

Certificate Number:

Date Range: Start:  End:

\*\* Partial search criteria is permitted.

**Search** **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.


Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number
08/23/2015	<a href="#">100001426</a>	\$120.00	PAID	
08/23/2015	<a href="#">100001425</a>	\$182.00	PAID	<a href="#">CN 5454.43526.15</a>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Invoices in **Paid** status are associated with a Statement that was paid in full. These invoices can be viewed by clicking on the individual *Invoice Number*.






# NOAA

## SEAFOOD INSPECTION PROGRAM

NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION



Build Version: 4.3.6

SIP Home

Welcome, **KOLIN PHILLIPS**

**Your SIP Account**

MON, FEB 8, 2016

SIP Demo Contract  
Customer Two

117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

Home

Request a Certificate

Request an Inspection

My Requests

Manage Locations

Manage Consignees

View Invoices & Payments

Manage Users

Change Password

Log Out

### LOOKUP MY INVOICES

Search Invoices

Invoice Number:

Certificate Number:

Date Range: Start:  End:

Invoice Status:

Partial search criteria is permitted.

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number
03/10/2015	<a href="#">100001146</a>	\$720.00	DELINQUENT	
02/06/2015	<a href="#">100001142</a>	\$291.00	DELINQUENT	
02/06/2015	<a href="#">100001141</a>	\$152.00	DELINQUENT	

Showing 1 to 3 of 3 entries

Invoices that are in **“Delinquent”** status have not been paid within 30 days of the Statement date per NOAA SI financial policy. Delinquent invoices are subject to late fees; partial payments will be automatically credited to the oldest invoice first.



5. From the **"Lookup My Invoices"** page, select a **"Certificate Number"**.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

**Your SIP Account**  
MON, FEB 8, 2016  
SIP Demo Contract  
Customer Two  
117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

**Home**  
**Request a Certificate**  
**Request an Inspection**  
**My Requests**  
**Manage Locations**  
**Manage Consignees**  
**View Invoices & Payments**  
**Manage Users**  
**Change Password**  
**Log Out**

**LOOKUP MY INVOICES**

**Search Invoices**

Invoice Number:  Invoice Status:

Certificate Number:

Date Range: Start:  End:

Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

**Search** **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US 5454.43624.15	200103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN 5454.43622	200103439

Showing 1 to 3 of 3 entries

**First** **Prev** **Last**

U.S. DEPARTMENT OF COMMERCE  
National Oceanic and Atmospheric Administration  
National Marine Fisheries Service  
SEAFOOD INSPECTION PROGRAM

CERTIFICATE NO. 15-004-AND-015-EC  
DATE: December 1, 2015  
Page 1 of 1

**LOT INSPECTION CERTIFICATE**

This certificate is submitted to the Office of the United States as a condition of sale of the product. It is the responsibility of the importer to ensure that the product is in compliance with the requirements of the United States and to provide the necessary information to the Office of the United States.

TO: Destination Consignee  
ADDRESS: 117, South, W. Street, Suite 673, Ottawa, ON 21004

FROM: Port of Origin  
ADDRESS: 117, South, W. Street, Suite 673, Ottawa, ON 21004

PRODUCT INSPECTED: THERMAGRA (CASCADIA) (2015) (Waters Products)

PRODUCT LOC. ATION: No. 1000 AND 1000  
City of Ottawa, Ontario, Canada

U.S. INSPECTION  
INSPECTION NO. 100002441  
INSPECTION DATE: 02/08/2016  
INSPECTION TIME: 10:00 AM  
INSPECTION LOCATION: 117, South, W. Street, Suite 673, Ottawa, ON 21004

CONTAINER NO. 7078  
CASE NO. 100002441  
RECEIVED BY: [Signature]

REMARKS:

Signature of Inspector: [Signature]  
INSPECTION NO. 100002441  
INSPECTION DATE: 02/08/2016

PLEASE REFER TO THIS CERTIFICATE BY NUMBER AND DATE.

Clicking onto the **Certificate Number** will link you to a copy of the Certificate that was issued.

**Please note:** sometimes a certificate number may appear without an invoice number; in these cases, though the certificate was generated, the inspection work may not have been completed.



6. Last, from the **“Lookup My Invoices”** page, select the **“Statement Number”** to view the **Statement Details**.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

**Your SIP Account**  
MON, FEB 8, 2016  
SIP Demo Contract  
Customer Two  
117 BATON ROUGE AVE,  
SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

**Home**  
**Request a Certificate**  
**Request an Inspection**  
**My Requests**  
**Manage Locations**  
**Manage Consignees**  
**View Invoices & Payments**  
**Manage Users**  
**Change Password**  
**Log Out**

**LOOKUP MY INVOICES**

**Search Invoices**

Invoice Number:  Invoice Status:   
Certificate Number:   
Date Range: Start:  End:   
Account Open Balance: \$720.00  
\*\* Partial search criteria is permitted.

**Search** **Reset**

Note: Only the invoices from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Invoice Date	Invoice Number	Invoice Amount	Invoice Status	Certificate Number	Statement Number
02/08/2016	100002441	\$720.00	OPEN		
12/01/2015	100002143	\$494.50	PENDING PAYMENT	US 5454 439	20103439
12/01/2015	100002142	\$116.00	PENDING PAYMENT	CN 5454	20103439

Showing 1 to 3 of 3 entries

First Previous 1 Next Last

SIP Home

**View Statement Details**

Statement Status:	PENDING PAYMENT	Previous Balance :	\$0.00
Statement Number:	200103439	Payments Received :	\$0.00
Billing Period:	12/01/2015	Total Charges This Billing Period:	\$610.50
Statement Date:	12/01/2015	Adjustments:	\$0.00
Due Date for Total Charges this Billing Period:	12/31/2015	Interest:	\$0.00
		Penalties:	\$0.00
		Administrative Charges:	\$0.00
		Total Amount Due:	\$610.50

Invoice Date	Invoice Number	Invoice Amount
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Clicking the **Statement Number** will provide you more specific detailed information including the statement date and total charges, which are the sum of all invoices represented by that statement. The Statement Number should be referenced when making payment, or disputing a bill.

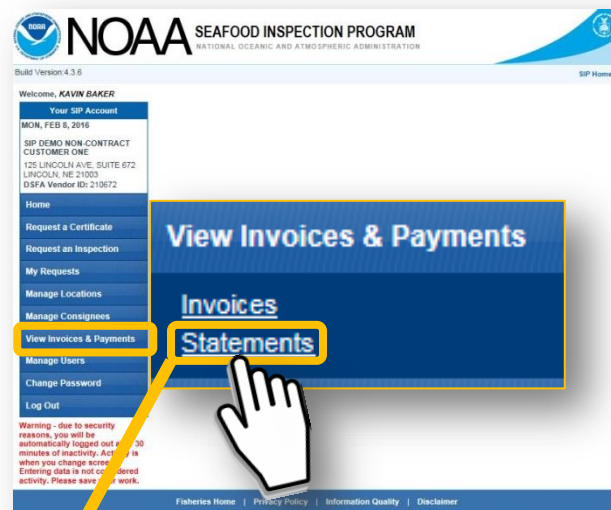


# Using SISP to Manage Statements

In this section, we'll learn how to locate a Statement and describe the key information that can be accessed.

1. From the SISP homepage, click **“View Invoices & Payments”** to open a drop-down menu with two options: Invoices and Statements.
2. To locate a particular statement, choose the **View Invoices & Payments** link and then select **“Statements”** which will bring you to the **“Lookup My Statements”** page.

Statements generated within the last 90 days are visible on the page; older statements can be located using the **“Search Statements”** function.



The screenshot shows the 'Lookup My Statements' page. At the top, the 'LOOKUP MY STATEMENTS' link is circled in yellow. Below it, the 'Search Statements' section is highlighted with a yellow box. This section includes a search form with fields for 'Statement Number', 'Statement Status', and 'Date Range'. Below the search form is a table of results showing two entries. The table has columns for 'Statement Date', 'Statement Number', 'Statement Amount', 'Statement Status', and 'Pay Now'. The first entry is for a statement dated 02/08/2016 with a number of 200104491 and an amount of \$720.00. The second entry is for a statement dated 12/01/2015 with a number of 200103439 and an amount of \$610.50. Below the table, there is a 'Make A Payment' button.

Statement Date	Statement Number	Statement Amount	Statement Status	Pay Now
02/08/2016	200104491	\$720.00	OPEN	<input type="radio"/>
12/01/2015	200103439	\$610.50	PENDING PAYMENT	<input type="radio"/>



### 3. From the “Lookup my Statements” page, use the Search Function to locate detailed information for a specific statement.

NOAA SEAFOOD INSPECTION PROGRAM  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Build Version: 4.3.6 SIP Home

Welcome, KOLIN PHILLIPS

LOOKUP MY STATEMENTS

Your SIP Account

### LOOKUP MY STATEMENTS

Search Statements

Statement Number:  Statement Status:

Date Range: Start:  End:

Partial search criteria is permitted.

Note: Only the statements from the last 90 days are displayed. In order to view records older than that, you must enter a date range.

Statement Date	Statement Number	Statement Amount	Statement Status
11/01/2015	200103309	\$0.00	PAID
08/01/2015	200103157	\$0.00	PAID
07/01/2015	200103052	\$2,921.80	PAID

#### View Statement Details

Statement Status: PAID Previous Balance: -\$26.56

Statement Number: 200103309 Payments Received: \$0.00

Billing Period: 10/01/2015 - 10/31/2015 Adjustments: \$0.00

Statement Date: 11/01/2015 Total Charges This Billing Period: \$0.00

Due Date for Total Charges this Billing Period: 12/01/2015 Interest on Previous Balance: \$1.56

Penalties on Previous Balance: \$0.00

Administrative Charges: \$25.00

Total Amount Due: \$0.00

Note: Previous balances are past due and must be paid in full in order to avoid incurring additional late charges

Invoice Date	Invoice Number	Invoice Amount
No Activity for the billing period		

Showing 0 to 0 of 0 entries

The Statement Number, Statement Status (Paid, Payment Pending, etc.) or Date Range may be used to search for Statements. Enter the data and select the “search button” to see search results. Then, select a Statement Number to access the statement details.



4. When examining a Statement, the **“Statement Status”** can be viewed and printed.

**View Statement Details**

<b>Statement Status:</b>	PAID	<b>Previous Balance:</b>	-\$26.56
<b>Statement Number:</b>	200103309	<b>Payments Received:</b>	\$0.00
<b>Billing Period:</b>	10/01/2015 - 10/31/2015	<b>Adjustments:</b>	\$0.00
<b>Statement Date:</b>	11/01/2015	<b>Total Charges This Billing Period:</b>	\$0.00
<b>Due Date for Total Charges this Billing Period:</b>	12/01/2015	<b>Interest on Previous Balance:</b>	\$1.56
		<b>Penalties on Previous Balance:</b>	\$0.00
		<b>Administrative Charges:</b>	\$25.00
		<b>Total Amount Due:</b>	\$0.00

Note: Previous balances are past due and must be paid in full in order to avoid incurring additional late charges

Invoice Date	Invoice Number	Invoice Amount
No Activity for the billing period		

Showing 0 to 0 of 0 entries

First Previous Next Last

**Print Statement to PDF** **Back**

The **Statement Status** lets contract customers know whether or not a statement has been paid. The four most typical Statement Status designations are: Paid, Pending Payment, Open and Delinquent.

Statements in **“PAID”** status (as in the example above) have been paid in full. Statements in **“PENDING PAYMENT”** status reflect that a payment has been submitted, but is awaiting confirmation by the SISP system.

Statements in **“OPEN”** status are not yet overdue and available for payment. Statements in **“DELINQUENT”** status are past due, more than 30 days past statement date. Delinquent accounts may be suspended by NOAA SI.



## **Self-Study Questions 1: Invoices and Statements**

**(see answers at the end of the document)**

- 1. True or False? The Invoice number is listed on the invoice in the top right corner.**
- 2. When does an Invoice become a Statement for contract customers?**
  - a. At the end of each day.
  - b. When the non-contract customer selects Make a Payment from the left-hand tool bar.
  - c. At the end of each month.
- 3. True or False? A statement can be viewed by clicking Statement Search, finding that statement and opening it.**
- 4. When a contract customer does not pay their statement on time:**
  - a. SIP reserves the right to suspend service.
  - b. The unpaid amount will roll into a new statement the following month.
  - c. An administrative fee and interest will be added to subsequent statements.
  - d. A, B & C are correct.

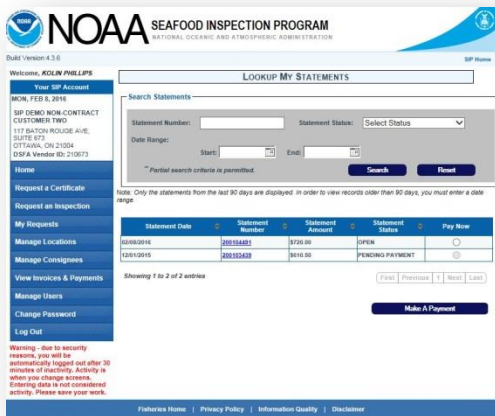




# Using SISP to Make Payments

In this section, we'll learn how to pay for inspection services using the SISP system.

## SISP/Pay.Gov (Preferred Method)



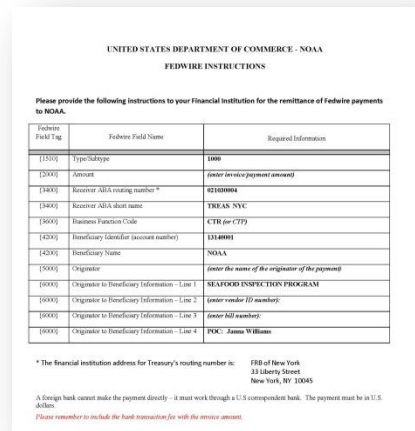
## Department of Commerce LockBox



U.S. Department of  
Commerce - NOAA,  
Receipts for  
Reimbursable  
Projects,

P.O. Box 979008,  
St. Louis, MO 63197-  
9000

## Wire Transfer through FedWire



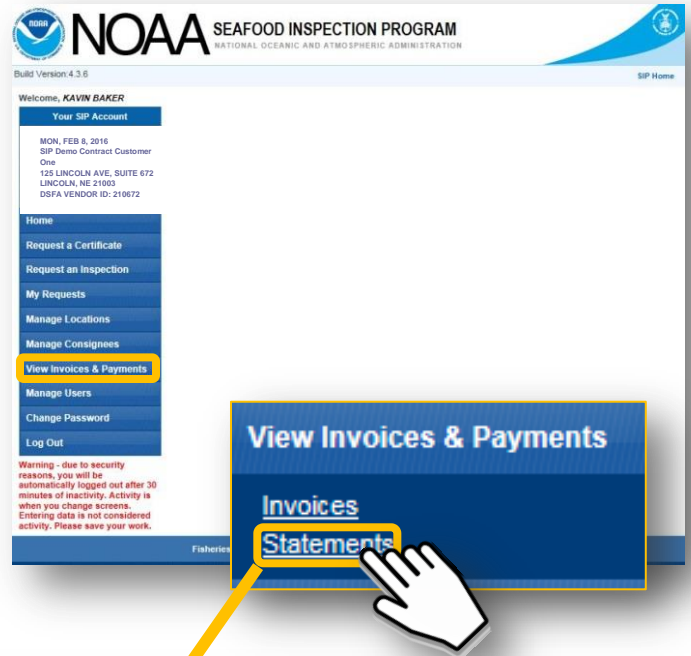
To make a payment, Contract Customers may use one of three options: Statement Payments may be made through the **SISP system** using **Pay.Gov**, or through the existing **LockBox** or **Wire Transfer** processes. Using the SISP/Pay.Gov system is preferred.

**Please note:** 1) prepayment for services is no longer permitted and 2) Pay.Gov may only be accessed through the SISP system. Prior "Vendor ID" numbers used for Pay.Gov under the prior DSFA system have been deactivated.

In this tutorial section, we'll cover the **new SISP "Make a Payment"** feature.



1. To make a payment using the SISP/Pay.Gov system, from the SISP homepage, click **“View Invoices & Payments”**; a drop-down menu will open with two options: Invoices and Statements.
2. Choose **“Statements”** which will bring you to the **“Lookup My Statements”** page.



**NOAA SEAFOOD INSPECTION PROGRAM**  
NATIONAL OCEANIC AND ATMOSPHERIC ADMINISTRATION

Welcome KEVIN BAKER

Customer One  
125 LINCOLN AVE, SUITE 672  
LINCOLN, NE 21003  
DSFA Vendor ID: 210672

117 BATON ROUGE AVE, SUITE 673  
OTTAWA, ON 21004  
DSFA Vendor ID: 210673

**Home**  
Request a Certificate  
Request an Inspection  
My Requests  
Manage Locations  
Manage Consignees  
View Invoices & Payments  
Manage Users  
Change Password  
Log Out

Warning - due to security reasons, you will be automatically logged out after 30 minutes of inactivity. Activity is when you change screens. Entering data is not considered activity. Please save your work.

**LOOKUP MY STATEMENTS**

Search Statements

Statement Number:  Statement Status:

Date Range: Start:  End:

Partial search criteria is permitted.

Search Reset

Note: Only the statements from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Statement Date	Statement Number	Statement Amount	Statement Status	Pay Now
02/08/2016	200104491	\$720.00	OPEN	<input type="radio"/>
12/01/2015	200103439	\$610.50	PENDING PAYMENT	<input type="radio"/>

Showing 1 to 2 of 2 entries

First Previous 1 Next Last

Make A Payment

Fisheries Home | Privacy Policy | Information Quality | Disclaimer

Payments can be made from the **“Lookup My Statements”** page. Customers can make payment on an **Open** or **Delinquent** statement.

**Please note:** Payments made on a delinquent statement will result in the oldest bill being paid first.



3. To make a payment on an Open statement, choose the **"Pay Now"** radio button associated with the Open invoice.

4. Then, then click the **"Make a Payment"** button, which will bring you to the Payment Summary.

5. From the Payment Summary page, select **"Back"** to cancel payment or select **"Submit Payment"** to continue to Pay.Gov.

SIP Home

### LOOKUP MY STATEMENTS

Search Statements

Statement Number:  Statement Status:

Date Range: Start:  End:

Partial search criteria is permitted.

Note: Only the statements from the last 90 days are displayed. In order to view records older than 90 days, you must enter a date range.

Statement Date	Statement Number	Statement Amount	Statement Status	Pay Now
02/08/2016	<a href="#">200104491</a>	\$720.00	OPEN	<input checked="" type="radio"/>
12/01/2015	<a href="#">200103439</a>	\$610.50	PENDING PAYMENT	<input type="radio"/>

Showing 1 to 2 of 2 entries

### Payment Summary

Statement Number:	200104491
Previous Balance:	\$0.00
Payments Received:	\$0.00
Pending Payments:	\$0.00
Adjustments:	\$0.00
New Charges:	\$720.00
Interest:	\$0.00
Penalties:	\$0.00
Administrative Fees:	\$0.00
Total Amount Due:	\$720.00

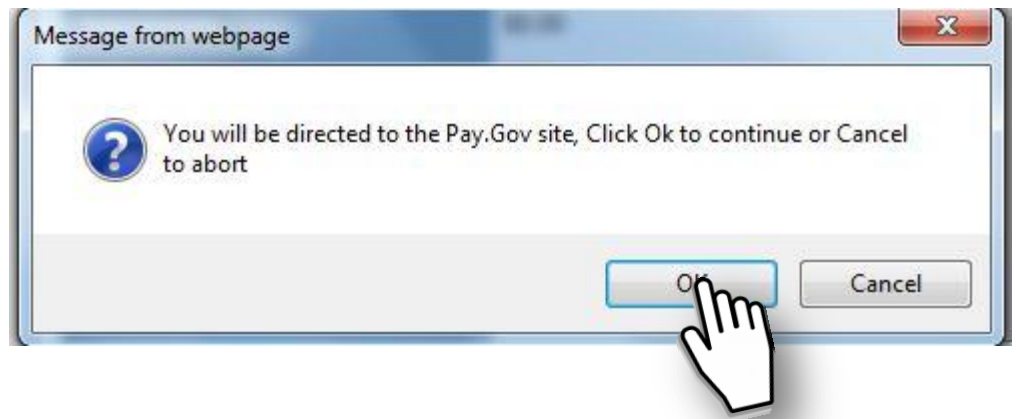
Invoice Number	Invoice Amount
100002441	\$720.00

Note: Payments are processed immediately; however, it may take 3 to 5 days to update your SIP account to reflect data for payments made.

Payment(s) are applied to the oldest charge first. Failure to pay in full may result in additional interest and penalties.



6. Customers must click "OK" to be directed to the Pay.Gov site



7. At the Pay.Gov site, customers can finalize the payment process by using their credit card or bank checking or savings account.

A screenshot of a web form titled "System Message" and "Online Payment". The form is for "Step 1: Enter Payment Information" and shows "Pay Via Bank Account (ACH)". It includes fields for "Account Holder Name", "Payment Amount: \$720.00", "Account Type", "Routing Number", "Account Number", "Confirm Account Number", and "Check Number". Below these fields, there is a section for "Payment Date: 02/29/2016" and various system identifiers like "MIXED\_CBS\_CONTACT\_NO: 1", "MIXED\_RECEIVABLE\_SENT\_CBS\_FLAG: Y", "MIXED\_DOCUMENT\_NO: 200104491", "MIXED\_COMPANY\_NAME: SIP DEMO NON-CONTACT CUSTOMER TWO", and "MIXED\_AGENCY\_TRACKING\_ID: 1456451296137". At the bottom, there is a button labeled "Continue with ACH Payment" which a hand cursor is pointing at.

**Please note:** When there is an Open Statement pending, Contract Customers may pay that without accruing any late fees or charges within 30 days of the Statement date.

**And remember:** Contract customers may not prepay for services. Pay.gov payments will only be accepted through SISP ; payment can be made only when there is an outstanding balance.



## Using SISP to Make Statement Payments

### Self-Study Questions 2

1. True or False? Daily invoice payments are permitted and encouraged for contract customers.
2. Contract customers can pay invoices:
  - a. Only when the statement is generated with the individual invoice(s) listed on it at the end of each month.
  - b. After the invoice has been generated, but before the statement has.
  - c. Whenever it is convenient.
3. True or False? Contract customers can only pay via lockbox payments.





## **Self-Study Questions 3: Using the SISP Search Function**

- 1. True or False? To search for an invoice, a customer will click Statement Search, on the left-hand tool bar.**
- 2. True or False? When searching for a Certificate, you must enter the Certificate number in its entirety.**
- 3. Why might you not be able to find a specific Statement or Invoice within the DSFA 4.0 billing system?**
  - a. The statement has been paid.
  - b. It was generated more than three months ago, and you must enter specific date ranges in the search criteria.
  - c. Someone has changed the status of the statement.





# Self-Study Answers

## Self-Assessment 1

1. True. The Invoice number is located at the top right corner of the document.
2. C. At the end of each month. Unlike non-contract customers, the contract customer Invoice becomes a Statement at the end of each month and cannot be pre-paid.
3. True. Generated statements are located by clicking Statement Search and viewing the desired statement.
4. D. A, B, and C are correct. When a contract customer does not pay their statement on time an administrative fee and interest will be added to subsequent statements, the unpaid amount will roll into a new statement the following month and SIP reserves the right to suspend service.

## Self-Assessment 2

1. False. Contract customers cannot prepay and will receive new statements at the beginning of each month to be paid by the due date listed on the statement.
2. A. Only when the statement is generated with the individual invoice(s) listed on it at the end of each month. Contract customers can only pay Statements when they are generated at the end of each month. They may not pre-pay.
3. False. Contract customers may pay via pay.gov through the DSFA portal, wire transfer or lockbox payments.

## Self-Assessment 3

1. False. A customer must select Invoice Search from the left-hand tool bar.
2. False. Searching with minimal information produces all certificates with those unique numbers in a row.
3. B. It was generated more than three months ago and you must enter specific date ranges in the search criteria.